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TO: **Economic Support Supervisors
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No.: 03- 64

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Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: HIGH

SUBJECT: **PIN SELECTION PROCEDURE
CHANGE FOR WISCONSIN QUEST CARDHOLDERS**

CROSS REFERENCE: FS Handbook Appendix 24.02.17.01.

EFFECTIVE DATE: October 27, 2003

PURPOSE

This memo describes the new Personal Identification Number (PIN) selection procedure for Wisconsin QUEST cardholders.

BACKGROUND

Food Stamp households use the Wisconsin QUEST card to access their Electronic Benefits Transfer (EBT) account. A cardholder must select a PIN to use the card in a retail store. The standard method to select a PIN is to call the customer service number (1-877-415-5164). The caller is transferred to a Citicorp Electronic Financial Services, Inc. (CEFS) customer service representative (CSR). The CSR asks security questions to verify the identity of the caller. The caller is given a 10-digit control number and another number to call to select a PIN through an Automated Response Unit (ARU).

CEFS provided a revised EBT client helpline script for PIN selection. State EBT staff developed test scenarios and asked EBT coordinators in each agency to test the new ARU scripts in April 2003. Several changes were made to the ARU script based on comments from state EBT staff and EBT Coordinators. The new changes were tested during an August 2003 test period.

NEW PROCEDURE

QUEST cardholders will follow a new procedure to select or change their PIN. Steps 1-4 have not changed:

- Step 1. Call 1-877-415-5164
- Step 2. Enter 1 for English or 2 for Spanish. Callers who have a rotary phone or have difficulty pressing numbers should wait for the prompt to speak "1" for English or "2" for Spanish.
- Step 3. Enter or speak your 16-digit card number. An entered number must be followed by the pound (#) sign. You will hear the remaining balance.
- Step 4. Enter or speak "4" for PIN selection or replacement.
- Step 5. Enter or speak your six-digit birthdate in month, day, and year order. For example, January 1, 1998 is spoken or entered as "zero one, zero one, nine eight." If you are an authorized representative or authorized buyer, you must enter or speak the date of birth of the person you represent.
- Step 6. Enter or speak your nine-digit Social Security Number. An entered number must be followed by the pound (#) sign. If you are an authorized representative or authorized buyer, you must enter or speak the social security number of the person you represent.
 - Step 6a: If you do not have a Social Security Number, enter or say "1".
 - Step 6b: Enter or speak your case number.
- Step 7. Enter or speak the four digits that you would like to use as your PIN number.
- Step 8. Re-enter or re-speak the same 4 digits to verify your new PIN number. You will hear, "your PIN is now selected and is effective immediately".

The summary steps to select or change a PIN will be revised in FS Handbook Appendix Chapter 24.02.17.01. The new PIN selection script will be available on the DHFS website at http://www.dhfs.state.wi.us/FoodStamps/ebt/county/script_options.htm

NOTE ➤ For security reasons, a CSR cannot select a PIN for the cardholder. The CSR can assist with training if the caller does not successfully select a PIN after three tries.

Clients with hearing or language problems, or who for other reasons cannot select a PIN through the ARU, must be able to select a PIN at the local agency using the card activation and PIN selection (CAPS) device.

The ARU system has been programmed to reject PIN selection attempts for QUEST cardholders with a temporary (vault) card. Temporary card numbers begin with 5077089. The ARU will tell the cardholder to return to the local office to select a PIN for his/her card.

We believe that this new PIN selection procedure will be less complicated for the majority of Wisconsin QUEST cardholders.

DHFS will not notify clients of this change. The ARU provides clear and concise information regarding the PIN selection process. CEFS has implemented this change in several states without advance notification to customers, who quickly adjusted to the change.

CARES CHANGE

Effective the night of October 24, 2003, CARES will send CEFS the primary person's date of birth and Social Security Number with Alternate Payee (AP) and Authorized Buyer (AB) demographic records. The AP is the food stamp payee designated on screen ACDP. The AB is also designated on screen ACDP.

CARES will not send demographic records for food stamp assistance groups in expunged status. Expunged status means the QUEST card has not been used in 365 days and the CEFS account status is dormant. Screen BIET displays an "E" in the status field for the current cardholders. If a new benefit is issued after expungement, CARES will also send a demographic record change.

CEFS SCREEN INFORMATION

The Balance Inquiry screen displays the Social Security Number and date of birth for primary persons (primary/alternate indicator is 01), alternate payees (primary/alternate indicator is 02) and authorized buyers (primary/alternate indicator is 03). The primary person's date of birth and social security number will display for alternate payees and authorized buyers.

When a cardholder selects a PIN through the ARU, the Card History Inquiry screen will display the date and time that PIN selection occurred. Two messages will display:

Cntl# Gen – (CSSFARUP)
New Pin - Via ARU

A third message will display if a PIN was selected for the first time for a card:
Activation – Via ARU

CLIENT TRAINING

If the date of birth, SSN, or case number does not match the CEFS information for the cardholder, the ARU will advise the cardholder to contact their local office.

Agencies are to assist clients who have difficulty using the ARU to select a PIN. They may have entered a wrong number or did not follow the instructions. They may try to speak a two digit number such as ten, instead of each digit as "one zero". When using the speak option, the numbers should be spoken clearly without extraneous noises.

CONTACTS

BHCE CARES Information & Problem Resolution Center

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Note: Email contacts are preferred. Thank you.
DHFS/DHCF/BHCE/JW